| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: | (X2) MULTIPLE CONSTRUCTION | (X3) DATE SURVEY COMPLETED |
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| A 000 | Initial Comment<br><br>Complaint Investigations - 2570609/IL185106 - 295.7000a)d)1)2)3)4)5) & 295.5000f)1)2)3)4)5)<br>2573978/IL191631 - 295.7000a)d)1)2)3)4)5) & 295.5000f)1)2)3)4)5)<br><br>Facility Reported Incidents of: 10/26/24/IL181925 - No violations<br>01/31/25/IL185560 - No violations | A 000 | | |
| A5000 | Section 295.5000 Medication Reminders, Supervision of Self Med<br><br>This Regulation is not met as evidenced by:<br>Type 3 Violation<br><br>Section 295.5000 Medication Reminders, Supervision of Self-Medication, Medication Administration and Storage<br>f) If an establishment provides medication administration or supervision of self-administered medication, the establishment's medication policies and procedures shall be approved by a physician, pharmacist, or registered nurse and shall address:<br>1) Obtaining and refilling medication;<br>2) Storing and controlling medication;<br>3) Disposing of medication;<br>4) Assisting in the self-administration of medication and medication administration, as applicable; and<br>5) Recording of medication assistance provided to residents and maintenance of medication records.<br><br>This requirement was NOT MET as evidenced by: | A5000 | | |

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| A5000 | Continued From page 1<br><br>Based on interview and record review the establishment failed to ensure medications were administered as ordered by a physician for 1 of 3 residents (R1) reviewed for medications in the sample of 5.<br><br>The findings include<br><br>R1's face sheet showed she moved into the establishment 11/30/2021 with diagnoses to include cellulitis, hypothyroidism, dementia, nonrheumatic aortic valve stenosis, and chronic kidney disease. The same face sheet showed R1's responsible party as Z1 (R1's son).<br><br>R1's June 2024 Physician Order sheet showed an order started 1/15/24 for levothyroxine 75 mcg once daily.<br><br>On 5/10/25 at 2:10 PM, Z1 said R1's medications were delivered directly to the establishment by the pharmacy. Z1 said each delivery included a 90 day supply. Z1 said his mother passed away in June 2024 and he requested all of her medications be returned. Z1 said when they returned R1's medications they gave him approximately 7 months of levothyroxine tablets. Z1 said, "I'm sitting here with 2 sealed bottles of levothyroxine and 1 unsealed with many tablets left, all dated for 2024. I have over 200 tablets here." Z1 said he was trying to figure out how it would be possible for them to return over 200 tablets to him if his mother was receiving her medication. Z1 said R1 was complaining about things that would be attributed to her thyroid and not receiving her thyroid medication would cause lots of issues. Z1 said followed up with the establishment in July requesting medication administration reports and again in September | A5000 | | |

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| A5000 | Continued From page 2 | A5000 | | |

but never received them. Z1 said he contacted the pharmacy to see if there was potential for a double shipment and they said it was not.

R1's Medication Transaction Record showed 90 levothyroxine were received at the establishment 10/2/23. The establishment has no further documentation of deliveries of levothyroxine.

On 5/10/25 at 2:55 PM, Z2 (Pharmacist) said the pharmacy records show deliveries of levothyroxine to the establishment 12/19/23, 2/14/24, and 4/30/24. Z2 said each delivery was for 90 tablets to last 90 days. Z2 said this medication is typically used if a patient's thyroid levels are not up to target levels. Z2 said if not receiving this medication R1 could experience weight gain, fatigue, dry skin, constipation, sensitivity to cold, muscle and joint pain, memory problems, muscle weakness, and loss of hair.

R1's January 2024 eMAR (electronic Medication Administration Record) showed missed administrations of her levothyroxine from 1/15/24 through 1/31/24. R1's February 2024 eMAR showed R1 refused her levothyroxine on 2/7/24 and 2/22/24 (2 missed administrations). R1's March 2024 eMAR showed R1 refused her levothyroxine 3/6/24 and 3/23/24 (2 missed administrations). R1's April 2024 eMAR showed R1 missed administration of her Levothyroxine due to being hospitalized from 4/7/24 through 4/10/24 (4 missed administrations). R1's May 2024 eMAR showed R1 missed 2 doses of her Levothyroxine when she was hospitalized 5/18/24 and 5/20/24. The same eMAR showed R1 refused her levothyroxine 5/28/24 (3 missed administrations). R1's June 2024 eMAR showed R1 missed administration of her Levothyroxine due to being hospitalized on 6/17/24, 6/19/24,

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|---|---|---|---|---|
| A5000 | Continued From page 3 | A5000 | | |

and 6/20/24. The same eMAR showed R1 missed administration of levothyroxine 6/22/24 and 6/23/24 due to being asleep and 6/26/24 and 6/27/24 due to refusing the medication (8 missed doses). This shows a total of 19 instances of not administering levothyroxine.

There were 90 tablets of Levothyroxine sent to the establishment on 10/2/23, 12/19/23, 2/14/24, and 4/30/24 for a total of 360 tablets. There were 269 scheduled doses of Levothyroxine between 10/2/23 and 6/27/24. There would be approximately 91 tablets left from that time frame if all doses were received. There were 19 doses that were not given related to being in the hospital, refusals, or sleeping from 1/15/24 through 6/27/24 which would leave approximately 110 doses left at the time of R1's passing (approximately a 3 and a half month supply). Z1 stated he is in possession of over 200 tablets returned to him after R1's passing in June 2024 (approximately a 7 month supply).

On 5/10/25 at 1: 10 PM, E8 LPN (Licensed Practical Nurse) said when medications are brought in from an outside pharmacy we document in the Medication Transaction Record binder and when we send them back we also document what was left.

On 5/10/25 at 3:07 PM, E2 DON (Director of Nursing) said the facility does not have a record of how many tablets of Levothyroxine was returned to Z1. E2 said the facility typically completes a Medication Transaction Record showing how many medications were returned.

The facility's policy and procedure with review date of 4/11/22 showed, "Medication Administration... Purpose: The purpose of the

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| A5000 | Continued From page 4<br>Administering Medications policy is to ensure that medications are administered to resident consistent with good infection control and standards of practice... Procedure: Medications will be administered to residents as prescribed and by persons lawfully authorized to do so in a manner consistent with good infection control and standards of practice..." | A5000 | | |
| A7000 | Secton 295.7000 Resident Records<br><br>This Regulation is not met as evidenced by:<br>Type 3 Violation<br><br>Section 295.7000 Resident Records<br>a) Service delivery contracts and related documents executed by each resident or resident's representative shall be maintained by the establishment from the date of execution until three years after the date the contract is terminated. (Section 105 of the Act)<br>d) An establishment shall ensure that a resident's record is:<br>d) An establishment shall ensure that a resident's record is:<br>1) Confidential and only released with written permission from the resident or the representative, or as otherwise provided by law;<br>2) Maintained at the establishment;<br>3) Legibly recorded in ink or electronically recorded;<br>4) Retained for 3 years from the date of termination of residency (closed records may be retained off-site); and<br>5) Available for review by the resident or the resident's representative during normal business hours or at a time agreed upon by the resident | A7000 | | |

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| A7000 | Continued From page 5<br>and the manager.<br><br>These requirements were NOT met as evidenced by:<br><br>Based on record review and staff interview, the facility failed to provide medical records to the responsible parties (Z1). This involves 1 of 3 residents (R1), reviewed for medical records in the sample of 5.<br><br>Findings Include:<br><br>R1's face sheet showed she moved into the facility 11/30/2021 with diagnoses to include cellulitis, hypothyroidism, dementia, nonrheumatic aortic valve stenosis, and chronic kidney disease. The same face sheet showed R1's responsible party as Z1 (R1's son).<br><br>The facility provided a copy of an email thread between Z1 (R1's son) and V2 DON (Director of Nursing) dated 8/5/24 that showed, "(From Z1) Again, thank you for returning my mother's medications/vitamins. Can you send me (email or mail) the medication administration report (daily activity) that covers my mother from January 2022 through June 27, 2024? I appreciate your help... (V2's response)... As you know we transitioned to [facility name] in December of 2023, and we do not have access to [previous facility name] documents. [Previous facility name] MAR (medication administration record) was electronic, and we can not access their system. You would have to contact [previous facility name] corporate office for any documents stemming from 2022 till the turnover. As for records since the change over, I can reach out to see how you can obtain those as she is discharged from our system." This was the end of email thread. | A7000 | | |

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| A7000 | Continued From page 6<br><br>On 5/10/25 at 2:10 PM, Z1 said his mother passed away in June 2024. Z1 said a large supply of R1's medications were returned to him upon her passing. Z1 said he followed up with the facility in July 2024 requesting medication reports and again around September 2024. Z1 said he was trying to figure out why his mother had so many medications left so he requested her medication administration records. Z1 said he never received them. I contacted the V1 (Executive Director) and he told me the nurse manager (V2) would provide this information. Z1 said the only response he got from V2 was that they could only provide record the records from after the facility changed hands (December 2023). Z1 said the facility did not provide any documentation. Z1 said he only put in a request for the medication administration records and V2 did not follow through. Z1 said the request was submitted through email.<br><br>On 5/10/25 at 1:59 PM, V3 ADON (Assistant Director of Nursing) said, "... We aren't allowed to give administration records to families because it has the nurses information on it. If they request a lab result, we can print and give it to them if they are the POA (Power of Attorney). The medication administration record is considered part of their medical record but because it has nurse's signatures and everything on there it is not given out. It has always been that way for us."<br><br>On 5/10/25 at 3:07 PM, V2 DON (Director of Nursing) said, "Typically we ask them (Residents or Resident Representatives) to do a written medical records request that we would send to compliance. For [Z1] in particular he was asking for medical records from our previous owners that we didn't have access to. I gave him everything I | A7000 | | |

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| A7000 | Continued From page 7 | A7000 | | |

could pull from our records. I didn't give him the medication administration record but I gave him the medication list. I told him I would try and figure out how we would get those records and print them off. The follow up from this (referring to email from Z1) was a phone call regarding the medication list which I believe we faxed him."

On 5/10/25 at 3:45 PM, V1 (Executive Director) said he only spoke with Z1 regarding a bill. V1 said, "After reading this email, [V2] should have at least responded in email letting him know what happened so he had some conclusion. I just had a conversation with both of them [V2] and [V3] that there has be email chains for a reason and need to use proper communication."

The facility's policy and procedure with review date of 11/15/2024 showed, "Release of Information (Medical Record Request)... Purpose: This policy provides guidelines for responding to authorized requests to view or obtain copies of resident records in a manner that promotes the protection of privacy and confidentiality and follows state and federal regulations... Prerequisites: Request and Release of Resident Medical Records Form or Other Appropriate Request Record ... Procedure: ... All information contained in the resident's medical record is confidential and may only be released by the written consent of the resident or his/her legal representative consistent with state laws and regulations... Request to view records: 1. The community may recommend that the resident or representative review the active chart in the presence of a knowledgeable staff person who can discuss the information and answer questions capably and to assure that the record is not altered in any way or documents removed/destroyed. The resident/legal

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| A7000 | Continued From page 8<br>representative should be allowed to review and read the record without intervention from the staff member present. 2. the meeting to review the records should be set up within 24 hours from the request or at a mutually agreed upon time. 3. If copies are requested, then follow the Request for Medical Record Copies procedures... Request for Medical Record Copies: 1. Requests for copies of the resident record must be completed in writing... 7. Records are to be processed and released within 30 days or within State requirements... | A7000 | | |